



St. Francis Center (SFC), a ministry of the Episcopal Diocese of Colorado, was established in June 1983. SFC is a refuge for individuals who are homeless in the metro Denver area, providing shelter along with services that enable people to meet their basic needs for daily survival and to transition out of homelessness.

St. Francis Center's programs and services are tailored toward adults and focus on daytime shelter, social services, health and wellness, housing, employment, and outreach. At SFC, guests\* have the opportunity to work with a variety of specialists, depending on their individual needs, which is often the first step toward transformation and ultimately self-sufficiency.

\* SFC staff and volunteers refer to those we serve as "guests" because of our strong commitment to hospitality; welcoming everyone and treating each person with dignity and respect.

### **JOB DESCRIPTION**

<p><b>POSITION TITLE: Social Services Case Manager – Rapid Re-Housing</b></p> <p><b>PRIMARY LOCATION: 2323 Curtis St, Denver, CO</b></p> <p><b>REPORTS TO: Director of Social Services</b></p> <p><b>DATE: August 10, 2021</b></p>	<p><input type="checkbox"/> EXEMPT    <input checked="" type="checkbox"/> NON-EXEMPT</p> <p><input checked="" type="checkbox"/> FULL-TIME    <input type="checkbox"/> PART-TIME    <input type="checkbox"/> ON-CALL</p> <p><input type="checkbox"/> PERMANENT    <input type="checkbox"/> TEMPORARY</p>
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### **POSITION OVERVIEW**

The Rapid Re-Housing case manager provides medium to long term case management for clients referred to the program through the One Home system. The goal of Rapid Re-Housing is to assist clients experiencing literal homelessness (as defined by HUD) to secure stable housing and provide a transitional rental subsidy as well as case management with the ultimate goal of participants being able to sustain housing through their own self-sufficiency. This position reports to and receives regular supervision from the Director of Social Services and is housed at the Day Center.

### **PRIMARY RESPONSIBILITIES (Other duties may be assigned)**

- Assess individual challenges and strengths in regards to obtaining and maintaining housing and creates a client-driven housing stabilization plan to work towards self-sufficiency
- Meet with client a minimum of once per month to assess progress towards case plan goals
- Based on client progress determines amount of rental subsidy and adjusts as appropriate
- Maintains a hard copy file for every household with the mandatory documents for program participation and keeps these documents updated as required by program rules
- Connect clients to community-based services and benefits
- Work with various agencies to secure housing, benefits, healthcare or any needed service(s).
- Accurately and timely document all interactions and progress in HMIS.
- Provide case management to minimum of 20 households annually
- Assist SFC guests in resource coordination during morning "walk-in" hours

- Maintains a small caseload of One Home Access Point participants and keeps their HMIS info updated once monthly
- Participation in team and agency meetings and initiatives
- Supporting Direct Care services at the Day Center by filling in a minimum of 6 hours monthly.

### **EDUCATION (MINIMUM REQUIREMENTS)**

- Bachelor's degree in social work, Social Services, or equivalent credentials in a related field preferred. Minimum 1.5 years of experience in a case management role is also acceptable.

### **KNOWLEDGE, SKILLS, AND EXPERIENCE**

- Two or more years of experience working with people in poverty or homelessness essential.
- Ability to listen with care, treat guests with respect and dignity, and respond to each individual's unique needs.
- Ability to understand and maintain professional boundaries.
- Exceptional knowledge of resources in Denver and surrounding counties for people who are homeless, seeking housing or alternative housing options.
- Basic computer competency, including use of Microsoft Office, HMIS, and basic accounting software.
- Demonstrated problem solving, conflict mediation, crisis management, customer service, interpersonal, and oral communication skills.
- Strong interviewing skills with the ability to draw out potential resource information.
- Experience in data collection and record keeping with attention to detail and accuracy.
- Basic knowledge of Housing First principles, Trauma Informed Practices, and motivational interviewing.
- Willing and able to work with people from a variety socioeconomic and cultural backgrounds including individuals with various and multiple disabilities.
- Ability to collaborate both within SFC and with other organizations in the community.
- Excellent organizational and time management skills.
- Reliable transportation, Colorado-mandated automobile insurance, valid Colorado Driver's License, and good driving record required.

### **PHYSICAL/MENTAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch or crawl; talk, hear, taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- There will be a variety of people within the shelter at any time of varying personalities and backgrounds. Additionally, while the environment is generally peaceful, some individuals who enter the Day Center can exhibit erratic, unpredictable, and even at times violent behavior. All staff are trained in how to handle situations in a way that promotes the safety of other staff, volunteers, and guests.
- While performing the duties of this job the employee is regularly exposed to outdoor weather conditions.
- Other hazards may involve exposure to occasional loud noise, exposure to illness or unsanitary hygiene, and exposure to common household chemicals.

**COMPENSATION AND BENEFITS**

\$17.00 to \$19.00/hour

This is a full-time, non-exempt position, Monday through Friday, with occasional Saturday or Sunday shift. The position is eligible for a robust benefits package including:

- Employer-paid health insurance with an HRA plan
- Employer-paid dental insurance
- Employer-paid life insurance after 1 year of employment
- Robust pension plan after 1 year (5% plus a dollar-for-dollar match of contributions up to 4% of earnings)
- Generous Employer-paid sick/vacation leave

I have read and understand this Job Description. I understand that I am responsible for adhering to this document.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**DISCLAIMER:** This is not necessarily an exhaustive list of all the responsibilities, duties, skills, efforts, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job description or to require that other or different tasks be performed as assigned. This job description does not constitute a contract of employment and Saint Francis Center may exercise its employment-at-will rights at any time.

Saint Francis Center is an Equal Opportunity Employer.